

Wireless E9-1-1 Project Status (2nd Quarter 2002)

Prepared by: Donna Peña

Description: The project manager provides the quarterly status report describing the significant activities of each deliverable and any deviation to scope, schedule, and resources. Ref: Communication Plan.

New Web site address: Wireless E9-1-1 project information is posted at www.td.dgs.ca.gov/Services/911.

Summary: The second quarter of 2002 continues to be monumental in California with a successful network test completed in Los Angeles (LA) and Phase II implemented at the San Francisco Consolidated Emergency Communications Center (SF CECC). In April 2002, a proof of concept test with Nextel and Pacific Bell verified that wireless enhanced 9-1-1 (W E9-1-1) calls could be transferred across E9-1-1 tandem switches to different public safety answering point (PSAPs) and that the wireless-ALI record format 3C (W-ALI 3C) display worked well for different equipment at various PSAPs. Cingular Wireless was the first wireless service provider (WSP) to provide Phase II data (latitude and longitude) to the SF CECC. SF CECC is currently the only PSAP in the nation to have Phase II service delivered from Cingular's Global System for Mobile (GSM) network.

The State is targeting W E9-1-1 service at the California Highway Patrol Los Angeles Communication Center (CHP LACC) and interested LA PSAPs to begin in September 2002. Several PSAPs in LA County have agreed to take W E9-1-1 calls, and in April 2002, PSAPs participated in confidential meetings to determine cell sector routing from each of the WSPs. So far the State has received letters of agency from the following cities committed to taking W E9-1-1 calls: Arcadia, Azusa, Beverly Hills, Burbank, Covina, Glendale, Glendora, Long Beach, Pasadena, Sierra Madre, Torrance, Vernon, Whittier. Other interested cities are Downey, Maywood, Redondo Beach, Montebello, San Gabriel, Los Angeles, and El Segundo.

1. Wireless E9-1-1 Main Project Overview.

- **WSP Reimbursement Policy.** The State WSP Policy was completed on June 12, 2002 and sent to WSPs. In brief, WSPs must meet the State's minimum requirements and submit claims to receive a one-time cost reimbursement of \$1.00 per subscriber and then \$0.05 per subscriber per month in specified implementation regions of the State.
- **Wireless ALI Record.** In California the W-ALI record, Option 3C, was designed by committee to accommodate both Phase I and Phase II data. In June, 2002, Cingular Wireless and their database provider, TCS, became the first to implement Phase II service to SF CECC using their existing wire-line format in compliance with Option 3C.
- **GIS Policy for PSAPs.** The State is finalizing its geographic information system (GIS) funding policy and will be providing guidelines to PSAPs in the 3rd quarter, 2002. The policy will provide GIS funding support for primary PSAPs that answer W E9-1-1 calls directly and secondary PSAPs that receive W E9-1-1 calls via transfer in the targeted W E9-1-1 implementation regions. Those PSAPs in Los Angeles County and the Bay Area are scheduled to receive W E9-1-1 first and will be prioritized for GIS funding accordingly.
- **ILEC Pricing for Wireless E 9-1-1.** The State is still diligently working with both incumbent local exchange providers (ILECs), SBC/Pacific Bell and Verizon, to obtain finalized and detailed pricing for W E9-1-1 features and services.
- **ILEC Database Upgrades.** The State is working with ILECs to ensure that the next ALISA database system upgrades include the capability to accommodate a non-standard 20-digit "CBN+ESRK" (Call-back Number + Emergency Services Routing Key) solution. This should resolve the issue created by standard NCAS solutions, which provide a non-dialable ESRK in place of ANI (Automatic Number Identification). This, in turn, causes the PSAP to lose its ANI callback capability for NCAS callers.

2. W E9-1-1 Implementation (SF CECC) Subproject.

- **WSP Progress.** As of June 2002, all WSPs have cut over to Phase I service at SF CECC. The order of cutover was Nextel, Sprint PCS, Verizon Wireless, AT&T Wireless, Metro PCS, and Cingular Wireless. Each WSP is planning to test their Phase II service, and Cingular was the first to provide Phase II data on June 26, 2002.
- **Call Statistics.** An analysis of the SF CECC call data shows they are receiving approximately 300 - 350 wireless E9-1-1 calls per day which represents approximately 25 % of their total daily E9-1-1 call volume. This has been accompanied by a significant corresponding decrease in the number of transferred W9-1-1 calls received from the CHP on their 7-digit trunks.

3. W E9-1-1 Implementation (CHP LACC & LA PSAPs) Subproject.

- **LA Proof of Concept.** Nextel participated in a successful proof of concept (POC) test on 4/16/2002 to test different call scenarios and verify that Pacific Bell's network could transfer W E9-1-1 calls across tandem switches to different PSAPs. The test also confirmed that the W-ALI 3C display was consistent among the various equipment at the different PSAPs. CHP LACC along with ten other local LA PSAPs participated.
- **LA PSAPs.** The State is working with LA PSAPs on their WSP request letters. This is a requirement of Federal Communications Commission (FCC) Order 94-102 and starts a 6-month implementation time clock for WSPs.

4. Monthly meetings. The State hosts an open meeting on the second Friday of each month at the Telecommunications Division in Sacramento. Contact Donna Pena (9-1-1 Office) at dpenna@telecom.dgs.ca.gov for further information.